1

ABSTRACT

A method of managing workflows related to storage services provided by a service provider to a customer (via a management system) is presented. The management system includes a Web server and a workflow process. The Web server presents to a customer a task

5   screen (or set of task screens) for a customer-selected work order request type so that the customer can prepare and submit a work order request to the management system. After receiving the work order request, the Web server uses information contained in and associated with the request to create a database object that includes some or all of the following elements: customer identifier; work order identifier, date/time of request; request

10   state (e.g., new, open or closed); type of request; parameters or arguments to the request; and any textual description provided by the customer. The Web server stores the object in a database. The workflow process locates the new request in the database, performs the task specified by the request and closes the work order request by updating the object with the appropriate state. The workflow process generates a billable event corresponding to the work

15   order request and enters that billable event in an account record of the customer that submitted the request. The account record can then be used to generate billing information. If the workflow process cannot complete the task successfully, an administrator of the service provider may perform the task, close the work order request and enter the billable event in the customer account record.

20   20354410.doc

21